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GROUP 3600

Our Case No.: 10022/46

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Joaquin Feria et al.

Serial No.: 09/680,902

Filing Date: October 6, 2000

For: METHOD FOR DETERMINING
TOTAL COST OF OWNERSHIP

Examiner: Eric Shaffer

Group Art Unit No.: 3623

AMENDMENT A

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the non-final Office Action mailed September 10, 2003, please enter the below amendment and consider the following remarks.

Amendment to the Specification begins on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks begin on page 6 of this paper.